

## ABSTRACT

A comprehensive and flexible computer replacement scheme allows a user/customer to order a new replacement computer, and have the new computer delivered having installed thereon, a migrated "user state" from a source computer, and updated versions (and also suggested software predicted to be of interest to the user/customer) and upgrades of user state components with the aid of a Replacement Assistant software tool. The updates and upgrades, etc. include newer versions of application software, newer versions of operating systems, and even hardware and peripheral devices that differ from the hardware or peripheral devices of the source computer. Adapted for use by computer and software vendors and merchants, the Replacement Assistant controls the migration, upgrade and purchase processes. The Replacement Assistant can be operated remotely (online), locally at the business or home of the user/customer, or in-person at a merchants store, etc.